

The Seafarer

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Customer Service Bulletin

April 2003



Delivering Combat Capability Through Logistics - At Sea

A CH-46 Sea Knight of the "Gunbearers" Helicopter Combat Support Squadron One One (HC-11), transfers ordnance from the Military Sealift Command (MSC) munitions ship USNS Kilauea (T-AE 26) to aircraft carrier USS Nimitz (CVN 68) during a Vertical Replenishment (VERTREP). U.S. Navy Photo by Photographer's Mate Airman Maebel Tinoko.

Unsolicited Mail Clogging Military Delivery System



To bolster force protection, the public is urged not to send unsolicited mail, care packages or donations to service members forward deployed unless you are a family member, loved one or personal friend.

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WHAT IS ONE TOUCH SUPPORT?

The Naval Supply Systems Command (NAVSUP) has a primary responsibility to provide supply support to the U.S. Naval forces worldwide by performing a variety of logistic services.

NAVSUP has developed the One Touch Support (OTS) web site to streamline access to the Navy Supply System www.onetouch.navy.mil. This site provides customers the ability to access the supply system and perform supply functions. This portal enables customers to identify the location of stock, input requisitions, perform stock queries, check the status of requisitions and personalize the users screen to include areas and requirements they use most often. This site provides seamless integration of various legacy systems, enabling users to gain access to a myriad of databases with a single login and password.

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Navy Surgeon General Urges Blood Donation



The Navy Surgeon General is looking for a few good blood donors to help prevent a shortage of type-O blood. "While all blood types are needed, O-negative and O-positive donors are desperately needed," said Navy Surgeon General Vice Adm. Michael L. Cowan.

Type O-negative is the universal donor and can give blood to any other blood type. About eight percent of the U.S. population has the blood type O-negative. O-positive also has wider use than A, B or AB blood types.

Cowan said the Navy Blood Program has an inventory of 21,000 units of frozen blood and a supply of 1,100 liquid red cells, which is provided to designated ships, as well as all Navy medical treatment facilities.

Commander Michael Libby, director of the Navy Blood Program at the Bureau of Medicine and Surgery, said for people to donate, they must be in good health and be at least 17 years old. Donors must weigh at least 110 pounds and pass a physical and health history examination before donation. Any inoculations received in the eight weeks before donation must be identified.

Current safety regulations bar donations from personnel who lived or who were stationed in certain European countries since 1980 as a preventive measure to ensure mad cow disease is not transmitted to others via a transfusion. This means about 25 percent of those previously eligible to donate cannot, a serious blow to blood collection capability.

Locally, blood donations can be taken at the Naval Medical Center in Portsmouth, Virginia.

Touch-N-Go Under New Management at NAS Oceana



(L-R) Commander John King, Regional Supply Officer, Oceana; Capt. Mike Carlson, Acquisition Executive, FISC Norfolk; Capt. L. V. Heckelman, FISC Norfolk Commanding Officer; Robert Berrang, Deputy Commissioner of the Department of the Blind and Vision Impaired & General Manager for the Virginia Industries for the Blind and Capt. Stuart Bailey, Executive Officer, Naval Air Station Oceana, cut the ribbon officially opening the new VIB operated Touch-N-Go SERV MART Store at NAS Oceana.

The Naval Air Station Ocean SERVMART is under new management. The Virginia Industries for the Blind (VIB) has assumed responsibility for operating the full service walk-in retail store known as the "Touch-N-Go." In a ribbon cutting ceremony held April 1, Capt. Loren Heckelman, commanding officer of Fleet and Industrial Supply Center Norfolk and the Regional Supply Officer for Commander, Navy Region Mid-Atlantic pointed out that this was one of two SERVMART contracts awarded in February to support regional customers. Besides its walk-in facility, the "Touch-N-Go" will provide free delivery service (with no minimum order required), participate in the DoD E-Mall by providing an electronic file of the contractor's catalog, and provide floppy diskettes of each walk-in store catalog to customers on request and each time the catalog is updated. The store will carry about 3,000 items. The supplies and equipment offered will be those typically carried and offered in standard office, hardware, electrical, and galley supply warehouses and retail stores.

The new contractor will operate the store with the help of a network of 50 local small business partners and suppliers. The contract is a one-year contract with four one-year options. "VIB operations of this store is a win-win for the Navy and the community" said Heckelman.

"We are really excited about the new management at SERVMART," said Capt. Stuart Bailey, executive officer of Naval Air Station Oceana. This partnership with VIB demonstrates that we not only train our warriors here at NAS Oceana but we are also good citizens and members of the community. I will be encouraging everyone to do their shopping at this new facility."

One Touch from Page 1

The system can also access the broad range of Navy and Defense Logistics Agency supply and logistics databases and web-based applications. It allows Navy buyers to review a wide range of supplier offerings online and make purchases using the Government Purchase Card. The system automatically processes all Navy Military Standard Requisitioning and Issue Procedures (MILSTRIP) requisitions through business rules and best value screening processes to guarantee that supplies and services meet pre-established criteria, including price, lead-time, and configuration.

When you go into www.onetouch.navy.mil, to assist you in getting a better understanding of the site, you can take any of the tours that are on the NAVSUP home page. Tours include, Portal Tour; Stock Check Data Source Selection Tour; Non-standard Requisition Status Tour and R-Supply Tour.

If you need additional training after you sign up, we can provide one-on-one or group training. Call 757-443-1640 (DSN 640) and we will be glad to help you.

Space-A Travel in CONUS for dependents and Retirees begins

A one-year test that started April 1 will permit space-available air travel within the continental United States by family members who accompany their military sponsors. Defense transportation officials said dependents of active-duty members and military retirees are eligible. Their travel priority during this test will be the same as their sponsor's. The test ends March 31, 2004.

For more information on the space-A privilege, its rules, registration process, travel procedures, tips, and dozens of frequently asked questions, visit the Air Force Air Mobility Command space-A Web site at amcpubscott.af.mil/Spacea/spacea.htm.

CNO: Fight and Win

Our nation has called on you, the men and women of our Navy, to meet the next challenge in the war on terrorism. When the president addressed the world on March 17, he said, "The United States and other nations did nothing to deserve or invite this threat, but we will do everything to defeat it. Instead of drifting along toward this tragedy, we will set a course toward safety." Your efforts in leading the defense of the nation away from our own shores and our own home is critically important to that safety. After all, we know about setting a proper course - and we are ready.

This is the most ready Navy I have ever seen in my career. Over half of our Navy, 167 ships, are forward-deployed and on station around the globe, taking sovereign power to the far corners of the earth. Seven of 12 aircraft carriers, nine of 12 big deck amphibious ships and dozens of surface ships, submarines, aircraft, SEALs, Seabees and support commands are deployed. More than 130 military sealift ships are supporting the joint force half-a-world away.

None of this would be possible without your energy, expertise and dedication. You are proving everyday the unique and lasting value of decisive, sovereign, lethal forces projecting offensive and defensive powers from the vast maneuver area that is the sea.

When you raised your right hand, took the oath and donned the Sailor's uniform, you chose to make a difference in the service of this nation - and you are. Rest assured, your service is unquestioned; you have the support of the citizens of the United States of America and your families. They care, and they believe in you. You are part of the greatest joint and combined military force ever assembled. Fight and win.

"President Bush and Secretary Rumsfeld have told us we serve in a time of great consequence. As we face this future of great consequence, we are setting a course for our Navy-Marine Corps team to win our nation's wars and transform to meet the challenges of tomorrow."

Honorable H.T. Johnson
Acting Secretary of the Navy

Federal Employees to receive 4.1 percent pay raise after all

President Bush issued March 21 the executive order to provide federal employees with the 4.1 percent pay adjustment that became law in the 2003 Omnibus Appropriations Conference Report in February. The Omnibus Appropriations Conference Report (HJ Res. 2) was signed into law Feb. 20 (P.L. 108-7).

The 2003 pay adjustment is retroactive to the first applicable pay period in 2003 which began on Jan. 12. For most of the federal employees who are to receive the 4.1 percent pay adjustment, March 9 was the beginning of the fifth pay period (March 9 to March 23). The Fiscal Year 2003 Omnibus Appropriations Conference Report provided a 4.1 percent pay adjustment for civilian federal employees. The administration has proposed a 2 percent pay adjustment for federal employees in its 2004 budget. The Office of Personnel Management posted March 24 final 2003 pay tables to its website. The tables are available at www.opm.gov/oca/payrates.

Super SERVMART Under New Contract



On March 6, 2003 functional operation of the Fleet & Industrial Supply Center's SUPER SERVMART changed contractors. The new contractor for SUPER SERVMART, Management Consulting Incorporated (MANCON) assumed the helm and has dedicated their energies to keeping Super SERVMART as number one in product line and service. The official grand opening for the MANCON operated Super SERVMART will be held on Thursday, May 22, 2003. All commands and patrons of the Super SERVMART are invited to attend the ceremony, stroll the facility and enjoy the SERVMART experience. All vendors will there to answer questions, and demonstrate products. There will also be sample give-a-ways. Exceptional customer service will be provided through the prime contractor, MANCON, by its 20 partnered subcontractors and vendors. They will deliver a wide variety of office supplies, scullery supplies, cleaning and janitorial supplies, and tool and hardware items for every job. There are at least two competing vendors for each of the four major commodity groups in Super SERVMART. Items of interest include:

- Super SERVMART will be migrating to the DOD E-Mall soon. This will again allow you to resume electronic ordering from Super SERVMART.

- A mobile SERVMART, nicknamed "Big Blue", will begin a weekly schedule stop at various areas and commands. The schedule will be posted in the next *Seafarer*, on FISC Norfolk's website, and distributed to customers of the Logistics Support Center.
- An electronic catalogue of items stocked in Super SERVMART will be available on the FISC NORFOLK HOME PAGE (website) under Products and Services / Super Servmart (<http://www.nor.fisc.navy.mil>). Target date for this catalogue is mid to late April.

Super SERVMART is located on the Norfolk Naval Station at 9610 Decatur Avenue (directly across from Pier 8 on the water front. It is open from 7:00 a.m. to 4:00 p.m. Monday through Friday, except federal holidays. Onsite technical support is available from participating vendors for every commodity group offered, and thousands more items than those stocked in the store are available through the special order service. Other services include delivery (no minimum order) to any Hampton Roads location, including just-in-time (JIT) delivery to support everything from ships' deployment schedules, to coordinating deliveries to a central warehouse receiving location when timing is crucial to meet customer requirements.

There have been a few procedural changes with the transition to a different type of contract. For DD-1149 purchases, the FISC purchasing agent will be issuing a delivery order vice a BPA call and exchanges will not be allowed under delivery orders. However, credit memorandums can be issued for items returned under delivery orders. A single requisition for both in-store items and special orders (only those requiring less than a two week delivery time frame) can be processed. Purchase card holders are reminded that they need to update their command's authorized shopper letter to Super SERVMART every six months. To assist customers in complying with FAR Part 8, the entrance to the sales floor area has been relocated to directly behind the large roll up door at the main entrance. The entrance aisle showcases JWOD items first, then GSA and DLA items.

Questions about Super SERVMART can be directed to:

Contractor Personnel (MANCON)

Customer Service Desk (757) 451-8030
Special Order Desk (757) 451-8019
Special Order Expediter (757) 961-9543/451-5249
Super SERVMART Store Manager (757) 451-4956

Government Personnel (FISC)

For DD1149 purchasing questions –

In-store FISC Purchasing Agent (757) 443-1348
Contracting Officer's Representative (COR) (757) 443-1273
Contracting Officer (757) 443-1437

Super SERVMART personnel are committed to and believe that **Customer Service is not just a department, but also an attitude.** We are dedicated to the ideal of service to the Fleet.

Craney Island Services Utilized by Foreign Ships in Support of Current Operation Iraqi Freedom



The Panamanian tanker, MT Raffles Park takes on fuel destined for ships and aircraft in the Mediterranean that are involved in Operation Iraqi Freedom.

FISC Fuel Department refueled three foreign ships within the last three weeks. Two were navy vessels and one was a Defense Energy Support Center chartered tanker registered in Panama. The Fuel Department's contractor, Trajen, Inc., did a superb job satisfying the fuel requirements of all three ships while Regional waterfront security boats patrolled the area.

The Dutch ship, Zuiderkruis A832, made a port visit to Craney Island on April 2, 2003. This fast combat support ship commissioned in June 1975 by the Netherlands was obviously well cared for and beautifully maintained. She also came well prepared for the evolution as evidenced by the variety of fittings she had available. Her dimensions of 552-feet by 66 feet were easily accommodated at Pier Delta South. Zuiderkruis took on 19,000 barrels of diesel fuel marine (DFM/F-76) and was on her way within 10 hours. Not much time at all for the 266-member crew to see the sights of the Tidewater area.

Her Majesty's Canadian ship Preserver, AOR 510, visited Craney Island on March 30-31, 2003 to receive 31,000 barrels of diesel fuel marine (DFM/F-76). The 564-foot long ship moored at Pier Charlie East where FISC's contracted employees refueled her. Trajen personnel were quite impressed with the preparedness of the ship's crew and their professionalism. The crew manned fire hoses and medical personnel were standing by throughout the refueling evolution. HMCS Preserver is an auxiliary ship employed to provide operational support by re-supplying and refueling combatant ships with her 290-member crew.

The Panamanian tanker, MT Raffles Park, stopped at Craney on March 17-20, 2003 to take on fuel destined for ships and aircraft in the Mediterranean that are involved in Operation Iraqi Freedom. The tanker arrived "high and dry" and departed fully loaded with 155,000 barrels of diesel fuel marine (DFM/F-76) and 69,000 barrels of jet propulsion fuel (JP-5).

Unsolicited Mail from Page 1

On Oct. 30, 2002, the Department of Defense (DoD) suspended the "Operation Dear Abby" and "Any Service member" mail programs due to force protection concerns. Although these programs provide an excellent means of support to friends and loved ones stationed overseas, they also provide an avenue to introduce hazardous substances or materials into the mail system from unknown sources. Unsolicited mail, packages and donations from organizations and individuals also compete for limited airlift space used to transport supplies, war-fighting materiel and mail from family and loved ones.

Recently, DoD has become aware of organizations and individuals who continue to support some form of the "Any Service member" program by using the names and addresses of individual service members and unit addresses. These programs are usually supported by well-intentioned, thoughtful and patriotic groups who are simply unaware of the new risks facing deployed military forces.

Some individuals and groups publicize the names and addresses of service members, ships or units on Web sites, with good intentions. The result, however, is a potential danger to the troops they wish to support. To show support to troops overseas, the following are recommended:

- Donate a calling card to help keep service members in touch with their families at Operation Uplink at <http://www.operationuplink.org/>
- Send a greeting via e-mail through <http://anyservicemember.org/> or <http://www.OperationDearAbby.net> or <http://www.operationdearabby.net/>
- Sign a virtual thank you card at the Defense America web site at <http://www.defendamerica.mil/nmam.html>
- Make a donation to one of the military relief societies:
 - **Army Emergency Relief** at <http://www.aerhq.org/>
 - **Navy/Marine Corps Relief Society** at <http://www.nmcrs.org/>
 - **Air Force Aid Society** at <http://www.afas.org/>
 - **Coast Guard Mutual Assistance** at <http://www.cgmahq.org/>
- **Donate to "Operation USO Care Package"** at <http://www.usometrodc.org/care.html>

ACOS for Family Support Stands Up At NEXCOM

Commander, Navy Exchange Service Command (NEXCOM) will function as the Naval Supply Systems Command's Assistant Chief of Staff (ACOS) for Navy Family Support. In this capacity he will coordinate enterprise-wide NAVSUP support in the quality of life areas of Navy Exchange, Navy Lodge operations, uniforms, telecommunications, postal (afloat and ashore), food service (afloat and ashore), ships stores, disbursing, and household goods.

To stand up the ACOS Navy Family Support, an organizational realignment occurred March 1, 2003. The following functions previously staffed and managed in NAVSUP headquarters by the Deputy Commander for Support Services (NAVSUP 05) transferred to the ACOS Navy Family Support: Navy Food Service, disbursing, Postal Policy, Household Goods.

Subsistence in kind, currently managed by the Deputy Commander for Financial Management (NAVSUP 01) will transfer October 1, 2003. In this new and expanded role, ACOS Navy Family Support will set policy and monitor performance for 363 galleys, 243 postal centers, and 53 personal property offices worldwide. Besides his current responsibilities mentioned above, the ACOS Navy Family Support will also become the NAVSUP advocate for four supply enlisted ratings-Mess Management Specialist, Postal Clerk, Disbursing Clerk, and Ships Serviceman.

Points of contact, phone numbers, and addresses for all Navy Family Support working level functions will not change, and customers should continue to work ongoing issues with existing points of contact. The actions outlined above represent the first in a series of transformation initiatives affecting the NAVSUP claimancy. Additional ACOS establishments will follow during calendar year 2003. All ACOS alignments are programmed for completion by October 1, 2003.

For more information contact about the ACOS Navy Family Support contact Captain Henry Conde at (757)-631-3605 or henry_conde@nexnet.navy.mil

New Husbanding Contract for New York City established

FISC Norfolk Detachment Philadelphia recently awarded the first Husbanding Agent Contract covering US Navy ship visits to the New York City area. Inchcape Shipping Services was awarded the contract on March 20, 2003 to provide the usual range of husbanding services such as docking fees, piloting services, CHT and oily waste removal, potable water, etc. The contract covers berthing at four separate piers in New York Harbor: Pier 88 and the Intrepid Pier in Manhattan, Stapleton Pier in Staten Island, and the Brooklyn Pier. Besides husbanding services for individual and small group ship visits, the contract also covers the annual, multi-ship Fleet Week event. The contract has a base period of one year with one additional option year and has a total potential value of \$1.3M. Point of contact is Kevin Sweetra at (215) 697-9690 or Joe Tierney at (215) 697-9693.

REGIONAL NAVY MAIL CENTER ON THE MOVE TO BETTER SERVICE

On March 13, 2003, the Fleet and Industrial Supply Center, Norfolk Regional Navy Mail Center (RNMC) moved into its new workspaces. Although still located at Building U-132, the newly renovated area will prove to increase the Center's ability to provide exceptional service to its customers. RNMC is a regionalized consolidated mail facility offering a full range of services to DOD commands within the Mid-Atlantic Region, Atlantic Fleet ships - regardless of homeport - and Atlantic Fleet postal operations located in Guantanamo Bay, Puerto Rico and the Bahamas.

Benefits from this new move include:

- **Increased Service Hours:** RNMC mail call hours are now 0830 – 1530 without lunch closure.
- **Customer Mail Boxes:** Each serviced Command has an assigned Official Mail Box which can be accessed 0700-1600 daily.
- **Additional Parking:** Additional parking spaces have been added to the north end of the Center's loading dock to accommodate customers.
- **Upgraded Training Facility:** New Training/Conference area for postal training.

Even though there is still construction underway in the building, the Regional Navy Mail Center is open for business with a new look and better ways to serve our military community. RNMC's logo "Timely-Efficient-Dependable," has come to mean the "best in the business" and this new move is just one more example of the Center's commitment to excellence. For additional information, you can visit RNMC's website at <http://www.nor.fisc.navy.mil/home/Mail.html>.



Steve Murray, Regional Navy Mail Center director briefs Rear Admiral Allan, Vice Commander NAVSUP, and Captain L.V. Heckelman, FISC Norfolk CO, on the renovation of the center. Skip Gallop, deputy director of Code 300 accompanied the group on the tour of the new spaces.

LSC Support Extends Beyond Local Area

No matter where you are stationed, it is virtually impossible to find yourself outside the range of a FISC Logistics Support Center (LSC). Their Logistics Support Representatives (LSRs) can be found throughout the FISC family. As they tackle the multitude of tasks that will ultimately make our fleet sailors' lives a bit easier.

With the many resources available to the LSRs and their customer support representative counterparts in the Navy Integrated Contact Center (NICC) you can place one phone call and get a whole host of individuals involved in resolving a problem as quickly and efficiently as possible.

With the LSRs' communications access and extensive list of contacts they can also help you in arranging a meeting or conference in just a short time. We recently hosted a Medical Prime Vendor Conference, hold Quarterly Supply Officer Conferences and arrange many meetings for our customers on myriad topics. No matter how big or small your requirement may be, let us know and we will help coordinate it for you.



Are you new in town and in need of some information about the services available? Call on the LSC (points of contact are listed below). For example, the newest addition to the Fleet is the USS RONALD REAGAN currently in Newport News Shipyard. The FISC Logistics Support Officer and LSRs have pulled together a cadre of subject matter experts to address items of interest to the REAGAN Supply Department such as fuel, husbanding, NICC capabilities, LSC, ATMs at Sea/Navy Cash, TARP, Habitability, DDNV and AFLSC. As we all find that our time is at such a premium these days it becomes even more important that we gather all the players in one place at one time. This will be the approach as FISC adds the Fleet Assist Team and the Navy Food Management Team to the resources we provide to the waterfront.

A crucial part of the Naval Supply Corps School curriculum is a visit to FISC Norfolk to tour the LSC and get a brief on the services provided by the LSC, the Material Processing Centers (MPCs) and the NICC. Although the latest visit had to be cancelled, FISC sent LT Paul Armstrong, Logistics Support Officer, to Athens to present the brief that would have been given during the tour. This ensured the Supply Corps officers bound for department head tours would be knowledgeable about the services available and who their LSR would be. As they head out to their next duty station, they will know there is help at the other end of a phone, FAX, e-mail or message that can do the research for them while they continue with their primary mission.

LSC's future holds many exciting opportunities to expand our capabilities and better serve you. One goal is to consolidate as many of the waterfront training and service resources under the LSC banner as possible to take advantage of the skills and knowledge of all to provide more efficient and effective One Touch Support.

POINTS OF CONTACT (757) DSN: 564

Code 100	CDR Brett Sturken	Director, Customer Operations	443-1165	brett.sturken@navy.mil
Code 101	Sharon Brown	NICC Director	443-1641	sharon.j.brown1@navy.mil
Code 105	LCDR (sel) Paul Armstrong	Logistics Support Officer	443-1224	paul.armstrong@navy.mil
Code 105.1	Joan Duke	LSC Supervisor	443-1211	joan.duke@navy.mil
Code 105.11	Jerry Dysick	Team 1 Leader (SPV)	443-1207	jerry.dysick@navy.mil
Code 105.12	Marie Moss	Team 2 Leader	443-1862	marie.moss@navy.mil
Code 105.13	Vivian Hardy	Team 3 Leader	443-1867	vivian.hardy@navy.mil
Code 105.14	Aquatta Arnold	Team 4 Leader	443-1864	aquatta.arnold@navy.mil
Code 105.15	Cynthia Griffin	Team 5 Leader	443-1853	cynthia.griffin@navy.mil
Code 105.16	Al Ford/Alma Henry/HM1 Durr	Team 6	443-4877	albert.ford@navy.mil
			443-1876	alma.henry@navy.mil
				steven.durr@navy.mil
Code 105.2	Manuel (Buddy) Prazeres	Material Processing Center director	443-1223	manuel.prazeres@navy.mil
Code 105.3	Bill Freeman/ SKC King	ATMs at Sea/ Navy Cash	443-1189	william.r.freeman@navy.mil
			443-1203	thomas.l.king@navy.mil

3rd Largest Terminal in Continental US - Ramps Up

The Navy-operated Norfolk Navy and Air Mobility Command (AMC) Terminal's mission is: "To support our war fighters through the sustained movement of passengers, mail, and cargo via AMC and Navy airlift as a vital component of the worldwide defense logistics pipeline." The terminal is the third largest terminal in the continental United States. It tops all other AMC terminals in the number of passengers moved annually and ranks third in the amount of cargo moved. Above all else, it's quality of passenger and cargo services is unsurpassed in the system.

The Navy/AMC Air Terminal is under the operational and administrative control of Fleet and Industrial Supply Center, Norfolk's Regional Program Manager for Supply Logistics hat, whereas AMC manages almost all other military air terminals worldwide. With a staff of 189 civilians, 18 contractors, and eight active duty military personnel, the terminal boasts one of the best on-time delivery rates in the system. On average it services 480 aircraft, moving 9,000 passengers and 2,500 tons of cargo and mail every month. Lately however, due to the war effort, those figures have jumped significantly.

The key to the terminal's success can be attributed largely to low personnel turnover, the average experience level among civilian employees is 18 years. While the assigned military personnel rotate on a regular basis, the civilian workforce remains stable, with most beginning and ending their civil service careers at the terminal.

The air terminal supports regularly scheduled Channel Flights to Keflavik, Guantanamo Bay, Roosevelt Roads, Rota, Naples, Sigonella, Bahrain, and the UAE. In addition, contingency missions are supported, as assigned by AMC, during periods of increased operational airlift demands worldwide.

On January 24, 2001 the ribbon was cut on a new state-of-the-art passenger air terminal. The Air Force-owned, Navy-operated terminal offers the latest in quality of life amenities including: computer terminals for passenger access to world wide flight information and the Internet; direct satellite television with the latest news and other programming; a Navy Exchange cafeteria offering snacks, meals, and health foods; and, a complete play room for children. The terminal also features numerous security and anti-terrorism safeguards. It is one of the most modern Air Mobility Command terminals in the world.



Norfolk, Virginia - A Russian AN-124-100 sits on the tarmac at Navy Air Terminal Norfolk. The AN-124 is the largest cargo plane in the world. Its 24-wheel landing gear allows the aircraft to kneel down which significantly reduces the loading and unloading times. The aircraft is also capable of taking off from and landing at airfields with various types of runways (concrete and unpaved). The aircraft has two cargo doors - forward and aft - equipped with unfolding cargo ramps. Cargo door dimensions match the dimensions of cargo hold. Proprietary on-board loading equipment and recent full-scale upgrading result in the most efficient and fastest delivery of outsize and heavy loads weighing up to 120 tons. It has a maximum range of 9,321 miles and a speed of 460-495 mph. The plane is flown by a British crew and will carry cargo to the Persian Gulf region.

With the advent of regionalization and future military infrastructure consolidation efforts, Norfolk's Air Terminal will continue to play an ever increasing role in the effective and efficient movement of passengers and cargo to virtually anywhere in the world



Soldiers' and Sailors' Civil Relief Act Provides Umbrella of Protection

If you are a reserve component service member called to active duty, you are protected by a law that can save you some legal problems and possibly some money as well. Under the provisions of the Soldiers' and Sailors' Civil Relief Act of 1940, you may qualify for any or all of the following:

- Reduced interest rate on mortgage payments.

- Reduced interest rate on credit card debt.

- Protection from eviction if your rent is \$1,200 or less.

- Delay of all civil court actions, such as bankruptcy, foreclosure or divorce proceedings.

"Although all service members receive some protections under the SSCRA, additional protections are available to reserve components called to active duty," said Lt. Col. Patrick Lindemann, deputy director for legal policy in the Office of the Undersecretary of Defense for Personnel and Readiness. Most active duty service members are familiar with the provisions of the SSCRA that guarantee service members the right to vote in the state of their home of record and protect them from paying taxes in two different states.

One of the most significant provisions under the act limits the amount of interest that may be collected on debts of persons in military service to six percent per year during the period of military service. This provision applies to all debts incurred before the commencement of active duty and includes interest on credit card debt, mortgages, car loans and other debts. The provision, Lindemann emphasized, applies to pre-service debts, and the interest rate reduction doesn't occur automatically — service members must request it.

Once a service member requests the rate reduction, the creditor must either comply or apply for court relief. The SSCRA puts the burden on the creditor to show that military service has not "materially affected" a member's ability to repay the debt. The court generally grants relief if the creditor can make his case.

Lindemann advised that service members notify lenders of their intent to invoke the six percent cap in writing, along with proof of mobilization or activation to active duty and evidence of the difference in the member's military and civilian pay. This could prevent creditors from attempting to challenge interest rate reduction requests in court.

The interest rate cap does not apply to federal guaranteed student loans. However, according to Lindemann, the Department of Education has in the past deferred or suspended payments on student loans for reserve component military members called to active duty. Service members should contact their lenders or schools to determine if such a program has been carried out and its eligibility requirements.

Another key provision under the SSCRA protects your dependents from being evicted while you are serving your country. If you rent a house or apartment that is occupied for dwelling purposes and the rent does not exceed \$1,200 per month, the landlord must obtain a court order authorizing eviction. This provision applies regardless of whether quarters were rented before or after entry into military service.

In cases of eviction from dwelling quarters, courts may grant a stay of up to three months or enter any other "order as may be just" if military service materially affects the service member's ability to pay the rent. This provision is not intended to allow military members to avoid paying rent," said Lindemann, but rather to protect families when they cannot pay the rent because military service has affected their ability to do so.

Another significant protection under the act relates to civil proceedings. Service members involved in civil litigation can request a delay in proceedings if they can show their military responsibilities preclude their proper representation in court. This provision is most often invoked by service members who are on an extended deployment or stationed overseas. "I would recommend a service member contact the unit or installation legal office immediately if they receive notice of court proceedings against them," Lindemann said. "Civil court proceedings can involve very complex issues and no one should do anything, including requesting a stay of proceedings, before seeking legal advice."

To learn more about these or other provisions of the Soldiers' and Sailors' Civil Relief Act, contact your unit or installation legal assistance office.

Supply Corps Flag Promotions Announced

Navy Rear Admiral (lower half) Steven W. Maas has been nominated for appointment to the rank of rear admiral. Maas is serving as director, Logistics and Fleet Supply Officer, N41, U.S. Atlantic Fleet, Norfolk, Va.

Navy Rear Admiral (lower half) Robert E. Cowley III, SC, USN, has been nominated for appointment to the rank of rear admiral. Cowley is currently serving as Deputy for Acquisition and Business Management, Office of the Assistant Secretary of the Navy for Research, Development, and Acquisition, Washington, D.C.

Naval Reserve Rear Admiral (lower half) Fenton F. Priest III has been nominated for appointment to the rank of rear admiral. Priest is currently serving as Assistant to the Director, Defense Logistics Agency, Defense Logistics Support Command, Fort Belvoir, Va. Norfolk, Va.

Naval Reserve CAPT Henry B. Tomlin III, has been nominated for appointment to the rank of rear admiral (lower half) while serving as Assistant Chief of Staff for Plans And Policy, Commander Naval Expeditionary Logistics Support Force, Williamsburg, Va.

Protecting Yourself from chemical, biological, or nuclear warfare

By SFC Red Thomas, USA (Ret)

Since the media have decided to scare everyone with predictions of chemical, biological, or nuclear warfare on our turf, I decided to write a paper and keep things in their proper perspective. I am a retired military weapons, munitions, and training expert.

Lesson number one: In the mid 1990s there was a series of nerve gas attacks on crowded Japanese subway stations. Given perfect conditions for an attack, less than ten percent of the people there were injured (the injured were better in a few hours) and only one percent of the injured died.

CBS-Television's 60-Minutes once had a fellow telling us that one drop of nerve gas could kill a thousand people. He did not tell you the thousand dead people per drop was theoretical. Drill Sergeants exaggerate how terrible this stuff is to keep the recruits awake in class (I know this because I was a Drill Sergeant too).

Forget everything you have ever seen on TV, in the movies, or read in a novel about this stuff, it was all a lie (read this sentence again out loud!). These weapons are about terror, if you remain calm, you will probably not die. This is far less scary than the media and their "experts" make it sound.

Chemical weapons are categorized as Nerve, Blood, Blister, and Incapacitating agents. Contrary to the hype of reporters and politicians, they are not weapons of mass destruction. They are means of "Area Denial," effective to keep an enemy out of a particular zone for a limited period of time; terror weapons that do not destroy anything. When you leave the area you almost always leave the risk. That is the difference; you can leave the area and the risk. Soldiers may have to stay put and sit through it and that is why they need all that spiffy gear.

These are not gasses; they are vapors and/or airborne particles. Any such agent must be delivered in sufficient quantity to kill or injure, and that defines when and how it's used. Every day we have a morning and evening atmospheric inversion where "stuff," suspended in the air gets pushed down.

This inversion is why allergies (pollen) and air pollution are worst at these times of the day. So, a chemical attack will have its best effect an hour or so either side of sunrise or sunset. Also, being vapors and airborne particles, the agents are heavier than air, so they will seek low places like ditches, basements and underground garages. This stuff will not work when it's freezing, it doesn't last when it's hot, and wind spreads it too thin too fast.

Attackers have to get this stuff on you, or, get you to inhale it, for it to work. They also have to get the concentration of chemicals

high enough to kill or injure you: too little and it's nothing, too much and it's wasted. What I hope you've gathered by this point is that a chemical weapons attack that kills a lot of people is incredibly hard to achieve with military grade agents and equipment. So, you can imagine how hard it would be for terrorists. The more you understand this stuff, the more you realize how hard it is to use.

A Case of Nerves

We will start by talking about nerve agents. You have these in your house: plain old bug killer (like Raid) is a nerve agent. All nerve agents work the same way; they are cholinesterase inhibitors that mess up the signals your nervous system uses to

make your body function. It can harm you if you get it on your skin but it works best if you inhale it. If you do not die in the first minute and you can leave the area, you are probably going to live.

The military's antidotes for all nerve agents are atropine and pallid chloride. Neither one of these does anything to cure the nerve agent. They send your body into overdrive to keep you alive for five minutes. After that, the agent is used up. Your best protection is fresh air and staying calm.



A member of the UNSCOM team in Iraq inspects a 500 kg mustard-filled bomb with a sonar-resonance system.

Listed below are the symptoms for nerve agent poisoning. Sudden headache, dimness of vision (someone you are looking at will have pinpointed pupils), runny nose, excessive saliva or drooling, difficulty breathing, tightness in chest, nausea, stomach cramps, twitching of exposed skin where a liquid just got on you. If you are in public and you start experiencing these symptoms, first ask yourself, did anything out of the ordinary just happen, a loud pop, did someone spray something on the crowd? Are other people getting sick too? Is there an odor of new mown hay, green corn, something fruity, or camphor where it should not be? If the answer is yes, then calmly (if you panic you breathe faster and inhale more air/poison) leave the area and head upwind, or outside. Fresh air is the best "right now antidote." If you have a blob of liquid that looks like molasses or Karo syrup on you; blot it or scrape it off and away from yourself with anything disposable.

This stuff works based on your body weight: What a crop duster uses to kill bugs will not hurt you unless you stand there and breathe it in real deep, then lick the residue off the ground for while.

Remember, the attackers have to do all the work, they have to get the concentration up and keep it up for several minutes, while all you have to do is quit getting it on you and quit breathing it by putting space between you and the attack.

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Bad Blood and Blisters

Blood agents are cyanide or arsine. They affect your blood's ability to provide oxygen to your tissues. The scenario for attack would be the same as nerve agent. Look for a pop or someone splashing or spraying something and folks around there getting woozy or falling down. The telltale smells are bitter almonds or garlic where it should not be. The symptoms are blue lips, blue under the fingernails, [and] rapid breathing.

The military's antidote is amyl nitride and, just like nerve agent antidote, it just keeps your body working for five minutes until the toxins are used up. Fresh air is your best individual chance.

Blister agents (distilled mustard) are so nasty that nobody wants to even handle them, let alone use them. Blister agents are just as likely to harm the user as the target.

They are almost impossible to handle safely and may have delayed effects of up to 12 hours. The attack scenario is also limited to the things you would see from other chemicals. If you do get large, painful blisters for no apparent reason, do not pop them.

If you must, do not let the liquid from the blisters get on any other area: the stuff just keeps on spreading. Soap, water, sunshine, and fresh air are this stuff's enemy.

Bottom line on chemical weapons (and it's the same if they use industrial chemical spills): They are intended to make you panic, to terrorize you, to herd you like sheep to the wolves. If there is an attack, leave the area and go upwind, or to the sides of the wind stream. You are more likely to be hurt by a drunk driver on any given day than be hurt by one of these attacks. Your odds get better if you leave the area. Soap, water, time, and fresh air really deal this stuff a knock-out-punch. Do not let fear of an isolated attack rule your life. The odds are really on your side.

Up and Atom Nuclear bombs: These are the only weapons of mass destruction on Earth. The effects of a nuclear bomb are heat, blast, EMP, and radiation. If you see a bright flash of light like the sun, where the sun isn't, fall to the ground! The heat will be over in a second. Then there will be two blast waves, one out going, and one on its way back. Do not stand up to see what happened after the first wave. Wait. Everything that is going to happen will have happened in two full minutes.

Any nuclear weapons used by terrorists will be low yield devices and will not level whole cities. If you live through the heat, blast, and initial burst of radiation, you will probably live for a very, very long time. Radiation will not create 50 foot tall women, or giant ants and grasshoppers the size of tanks. These will be at the most one kiloton bombs; that is the equivalent of 1,000 tons of TNT.

Here's the real hazard: Flying debris and radiation will kill a lot of exposed (not all!) people within a half mile of the blast. Under perfect conditions this is about a half mile circle of death and destruction, but when it's done it's done.

EMP stands for Electro Magnetic Pulse and it will fry every electronic device for a good distance. It's impossible to say what and how far, but probably not over a couple of miles from ground zero is a good guess. Cars, cell phones, computers, ATMs, you name it, all will be out of order. There are many kinds of radiation, but, physically, you only need to worry about three: alpha, beta, and gamma. The others you have lived with for years.

You need to worry about "Ionizing radiation," little subatomic particles that go whizzing along at the speed of light. They

hit individual cells in your body, kill the nucleus and keep on going. That is how you get radiation poisoning: You have so many dead cells in your body that the decaying cells poison you. It's the same as people getting radiation treatments for cancer, only a bigger area gets irradiated.

The good news is you do not have to just sit there and take it, and there are lots you can do rather than panic. First, your skin will stop alpha particles, a page of a newspaper or your clothing will stop beta particles. Then you just have to try to avoid inhaling dust that is contaminated with atoms that are emitting these things and you will be generally safe from them.

Gamma rays are particles that travel like rays (quantum physics makes my brain hurt) and they create the same damage as alpha and beta particles only they keep going and kill lots of cells as they go all the way through your body. It takes a lot to stop these things, lots of dense material. On the other hand it takes a lot of this to kill you.

Your defense is as always not to panic. Basic hygiene and normal preparation are your friends. All canned or frozen food is safe to eat. The radiation poisoning will not affect plants, so fruits and vegetables are OK if there is no dust on them (Rinse them off if there is). If you do not have running water and you need to collect rain water or use water from wherever, just let it sit for 30 minutes and skim off the water gently from the top. The dust with the bad stuff in it will settle and the remaining water can be used for the toilet which will still work if you have a bucket of water to pour in the tank.

The Germs Terms

Finally, there is biological warfare. There is not much to cover here. Basic personal hygiene and sanitation will take you further than a million doctors. Wash your hands often, do not share drinks, food, sloppy kisses, etc., with strangers. Keep your garbage can with a tight lid on it, do not have standing water (like old buckets, ditches, or kiddie pools) laying around to allow mosquitoes breeding room.

This stuff is carried by vectors, that is bugs, rodents, and contaminated material. If biological warfare is as easy as the TV makes it sound, why has Saddam Hussein spent 20 years and millions and millions of dollars trying to get it right? If you are clean of person and home, eat well and are active, you are going to live.

Overall preparation for any terrorist attack is the same as you would take for a big storm. If you want a gas mask, fine, go get one. I know this stuff and I am not getting one and I told my mom not to bother with one either, how's that for confidence? We have a week's worth of cash, several days worth of canned goods and plenty of soap and water. We do not leave stuff out to attract bugs or rodents so we do not have them.

These terrorist people cannot conceive of a nation this big with as much resources as it has. These weapons are made to cause panic, terror, and to demoralize. If we do not run around like sheep, they will not use this stuff after they find out it's no fun and does them little good. The government is going nuts over this stuff because they have to protect every inch of America. You only have to protect yourself, and by doing that, you help the country.

Finally, there are millions of caveats to everything I wrote here and you can think up specific scenarios in which my advice would not be the best. This article is supposed to help the greatest number of people under the greatest number of situations.

FISC Norfolk Key Telephone Numbers

	DSN	Telephone	FAX
Commanding Officer	646	(757) 443-1001	443-1000
Executive Officer	646	(757) 443-1001	443-1000
Executive Director	646	(757) 443-1001	443-1000
Public Affairs Officer	646	(757) 443-1013	443-1015
Small Business Office	646	(757) 443-1435	443-1355
Security Officer	646	(757) 443-1510	443-1537
Counsel	646	(757) 443-1092	443-1090
Reserve Coordinator	646	(757) 443-1012	443-1549
Command Master Chief	646	(757) 443-1153	443-1512
Acquisition Executive	646	(757) 443-1601	443-1605
Operations Director	646	(757) 443-1628	443-1605
Contract Operations (Fleet)	646	(757) 443-1375	443-1424
Contract Operations (Ashore)	646	(757) 443-1347	443-1424
Pierside Purchasing	646	(757) 443-1369	443-1376
Purchasing Operations (Ashore/Overseas)	646	(757) 443-1370	444-1376
Purchasing Operations (CONUS)	646	(757) 443-1394	443-1389
Purchasing Operations (Habitability)	646	(757) 443-1444	443-4417
Resource Management Director	646	(757) 443-1565	443-1583
Business Operations Director	646	(757) 443-1077	443-1064
E-Business	646	(757) 443-1502	443-1543
Customer Operations Director	646	(757) 443-1165	443-1175
Logistic Support Center	646	(757) 443-1861	443-1148
Navy Integrated Call Center		1-877-418-6824	443-1175
Material Operations Director	646	(757) 443-1264	443-1293
Requirements Division	646	(757) 443-1271	443-1277
Ocean Terminal	564	(757) 444-2395	444-2352
ATAC	565	(757) 444-2060	445-8607
Personal Property	646	(757) 443-3795	443-3737
SERVMART	646	(757) 443-1273	443-1293
Special Material	564	(757) 444-4037	444-3760
HAZMAT	564	(757) 444-5809	443-1293
Regional Navy Mail Center	564	(757) 444-9126	444-9796
Fuels Officer	262	(757) 322-9003	322-9005
Detachment Cheatham Annex	953	(757) 877-7100	887-7223
Detachment Washington, DC	288	(202) 433-2901	685-0000
Detachment Philadelphia	442	(215) 697-9550	697-9554
Detachment Earle	449	(732) 866-2238	866-1106